MITEL

3300 Integrated Communications Platform

OpenPhone 27 Handset
User Guide

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Mitel 3300 ICP OpenPhone 27 Handset User Guide

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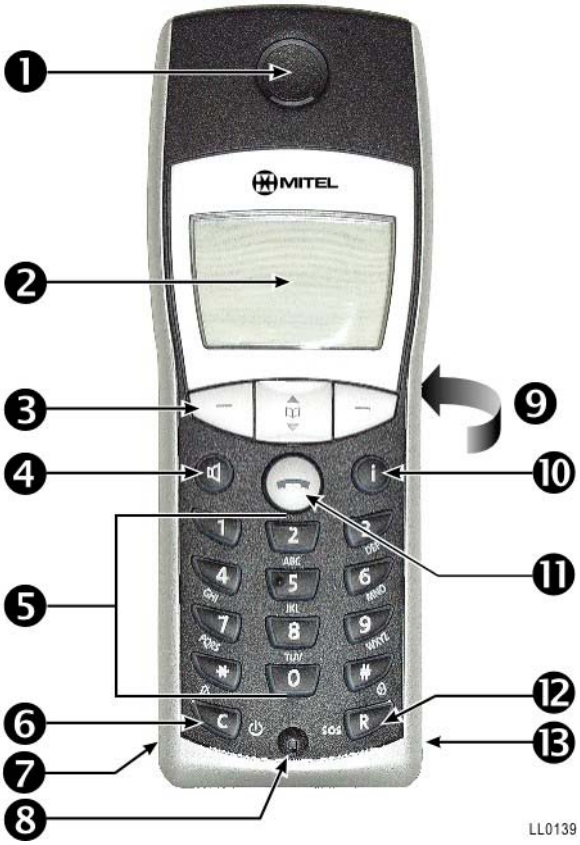
About Your Handset

The Mitel® OpenPhone 27 is a wireless telephone that operates with the Mitel 3300 Integrated Communications Platform (ICP). It provides convenient softkey control of the system features, as well as a variety of features that allow you to make calls quickly and easily.

The OpenPhone 27 (OP27) is shown below:



❶	Receiver
❷	Display
❸	Softkeys
❹	Loudspeaker key (illuminates when active)
❺	Keypad
❻	Cancel
❼	Headset connector
❽	Microphone
❾	Loudspeaker (on back of handset)
❿	Mode key

	Long press = SUPERKEY Short press = Local Mode Flashes when a call is on hold
⓫	On/Off-hook key
⓬	Transfer/conference
⓭	Data connector for firmware upgrade

About the keys

The ⓘ, C, R, , , #, and * keys have different functions depending on the state of the phone or the length of time that you press the key.

Short press = Press and release the key in less than 1 second.

Long press = Press and hold the key down for longer than 1 second and then release.

Features and functions

The OP27 provides the following features and functions:

- **Telephone Book**: stores up to 100 entries, alphabetically sorted. Each entry can contain a maximum of 16 characters for the name and 32 digits for the number. You can search, add, edit, and delete the telephone book entries.
- **Menu and Softkeys:** menu-driven user interface with three softkeys for selecting functions.
- **Key Lock:** locks the keypad to prevent accidental dialing with a long press of the # key (Key Lock can be activated automatically if enabled through the local menu.). Key Lock is temporarily disabled when a call arrives. To unlock the keypad, press the softkey and then press #**.**
- **Multiple Ringer Settings**:
  - 30 fixed melodies, with various ring tones
  - full melody, single ringing burst or chirp for all incoming traffic
  - enable or disable the ringer and trembler
- **Selectable Volume:** 7 levels.
- **Auto Key Lock:** disables the handset keys to prevent accidental dialing. If the Auto Key Lock is enabled, the handset activates the key lock function automatically if you don't press any key for 1 minute in idle state.
- **Key Click:** enables or disables an audible click for each key press.
- **Alarm Set:** sets an alarm reminder in hour:minutes (24-hour format). Note that the 3300 ICP system must be set to 24-hour clock for this feature to work.
- **SOS Number:** dials a pre-programmed emergency number with a long press of the SOS key (available in idle mode only to prevent accidental usage).
- **Auto Answer**: automatically answers incoming calls that ring at the handset. You need a headset connected to the handset to use this feature.
- **Silent Charging:** disables the OP27 while it is charging. Typically, you use this feature if your Mitel IP Phone has been associated (programmed into a suite on the 3300 ICP) with your OP27 phone. Then, while your phone is charging, calls to your extension will ring your Mitel IP Phone. Note that Suite Services is a feature of the 3300 ICP. Check with your system administrator to see if this feature is enabled on your system.

- **Range Warning:** provides 4 short beeps whenever you move out of range of the system. When you are out of range of the system, your OpenPhone 27 handset will not function. If you hear the 4 short beeps, move back into range by getting closer to a Radio Fixed Part (RFP).
- **Volume Setting:** sets the volume of the handset earpiece, loudspeaker, and headset during the call. You can only set the volume while on a call. To set the volume (7 levels), long press the up or down arrow keys .
- **Time:** displays the 3300 ICP system time.
- **Contrast:** adjust the contrast of the handset display.
- **Languages:** changes the display language. A maximum of 8 languages are supported: Dutch, German, Italian, English (default is English), French, Spanish, Swedish, Finnish.
- **Headset:** supports a standard 2.5 mm jack to connect a headset (inline hook switch supported).

Contacting emergency services.

This handset, like any wireless phone, communicates over radio signals. As with any wireless phone, you may not be able to establish a connection under all conditions. Therefore, you should never rely solely on a wireless telephone for essential communication (for example, in medical emergencies).You can program an emergency number into the SOS key on your handset (see Using the SOS key on page 21).

The Key Lock feature disables the handset keypad and prevents the accidental dialing of numbers that could result in nuisance calls. It also prevents accidental calls to emergency services numbers (for example 999, 911 or 112).

To enable or disable the key lock while in idle state:

- To enable long press the # key, to disable press the softkey and then press #.

Currently, mobile IP phones do not fully support Enhanced 911 (E911) operation. It is necessary to keep the system administrator and the location database current when the phone is moved, if emergency services are required.

Important note for headset users

You can plug the optional headset into the jack on the OP27 handset and enable the auto-answer feature through the OP27 local mode menu or the 3300 system option menu. For instructions on enabling auto-answer, see Auto-answer on page 25.

Tips for your comfort and safety

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See Auto-answer on page 25 for instructions on how to enable or disable headset auto-answer.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

About Feature Access Codes

Use of some features requires you to dial access codes. The codes are flexible and may differ from those used in this guide. Ask your System Administrator for a list of codes you should use.

For Users on Resilient 3300 ICP Systems

If during a call, you hear two beeps repeated every 20 seconds, it means that your phone is switching to a secondary 3300 ICP system. The call continues, but the keys and features on your phone stop working. The keys and most features begin working again after you hang up. Normal operation resumes when your phone switches over to the standby or resilient system. If your phone is idle and switched to the secondary system, you'll see an asterisk on the display. The asterisk remains until the OpenPhone 27 returns its connection to the primary 3300 ICP.

Setting up the charger

Choosing a location

Place the charger on a flat, even surface within 2.5 m of a 230 Vac mains connection. Do not locate the charger in the following areas:

- damp areas
- areas with direct sunlight
- inadequately ventilated areas
- strong magnetic fields (keep the charger at least 0.5 m away from electrical devices, such as fluorescent lamps, computers, radios, television sets, fax machines and other telephones)
- dusty environments
- areas subject to vibration, shock, or extreme temperature fluctuations

Keep the handset and accessories out of reach of small children.

Inserting and removing the battery pack

Only use the following type of battery in your telephone:

Size: AAA

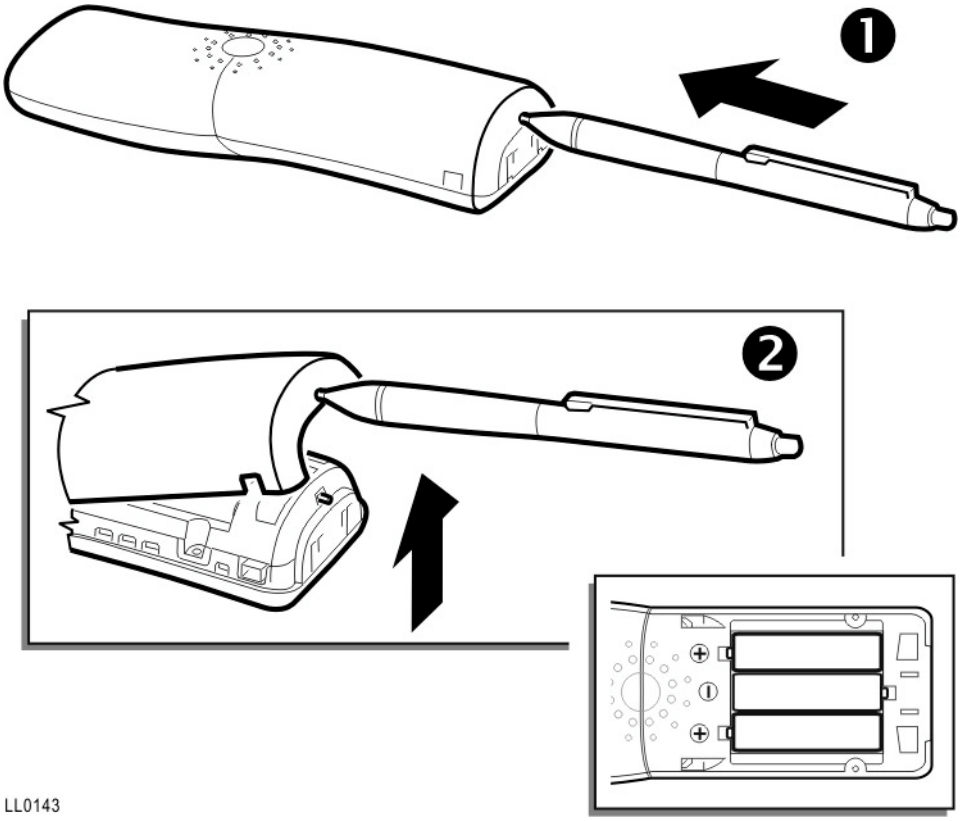
Type: Ni-MH rechargeable / 1.2 V

Capacity: 700 mAh

Mitel does not accept any responsibility for malfunction or damage if you use other types of rechargeable or normal batteries.

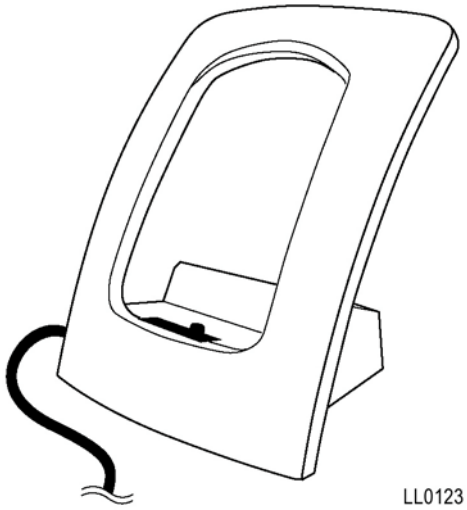
To insert or remove the battery pack:

1. Insert the point of a pen into the hole in the bottom of the handset cover to release the pin; then remove the cover and insert or remove the batteries.
2. While inserting batteries, ensure that you position the battery contacts correctly; otherwise, your handset could be damaged.



Connecting the charger

Connect the cable from the adapter plug into the base of the charger and then insert the adapter plug into the mains socket.



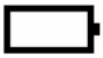
Charging the batteries

You can charge and discharge the batteries hundreds of times, but they will eventually be depleted. When the operating time (that is, the call time and standby time) has become noticeably shorter, replace the batteries. When charging batteries, you should adhere to the following guidelines:

- Discharge the battery at intervals to achieve long operating times. To discharge the battery, leave the handset on, but do not place it in the handset charger. **Do not attempt to discharge the battery using other methods**.
- Charge the battery for six to seven hours before using your handset for the first time. The maximum performance of the battery is only reached after three to five charging and discharging cycles.
- Place your handset in the charger unit regularly in order to reach the optimum battery charge.
    - **Charging time**: 6 to 7 hours from discharged to full capacity.
    - **Call time**: up to 20 hours (fully charged).
    - **Standby time**: up to 200 hours (fully charged).
- After you replace the batteries, the charge level icon will not be displayed until an entire charge cycle is complete.

Caution: Only use the batteries as directed. Never use a damaged battery. Heat and cold reduce the performance and the life of the battery. A handset with either a hot or a cold battery can be temporarily out of operation, even if the battery is fully charged. Dispose of used batteries in accordance with your local regulations. Never throw a battery into a fire.

An icon in the handset display shows the charge level of the battery.

Icon	Battery Charge Level
	80 to 100 %
	60 to 80 %
	40 to 60 %
	20 to 40 %
	0 to 20 %
 LL0124	Flashing; battery is almost discharged; warning signal sounds

When the battery is nearly depleted, you will hear three short beeps repeated once a minute. If you hear this warning signal while on a call, you have approximately 3 minutes left before the handset will switch off.

About silent charging

Use Silent Charging if you don't want calls to ring your OP27 phone while it is charging. Typically, you use this feature if your Mitel IP Phone has been associated (programmed into a suite on the 3300 ICP) with your OP27 phone. Then, while your phone is charging, calls to your extension will now only ring on your Mitel IP Phone.

If Silent Charging is active while the handset is in the charger, “Silent Charging” will appear in display and the handset is disengaged from the system. When you remove the handset from the charger, it is automatically engaged with the system and you can make and receive calls again.

Getting started

Powering the OP27 Phone On / Off

To power on:

- Press while in the standby (Off) mode.

To power off:

- While in idle mode, press for at least 2 seconds.

About the Display Indicators

The OP27 phone provides visual indicators for the following features and functions:

Icon	Description
*	Handset is operating in Resilient mode.
	Handset mode is enabled. When you obtain dial tone, the icon appears on the display.
	Indicates the strength of the radio signal in use by your handset (four levels).
	Indicates the battery charge level (five levels).
(Flashing)	Battery is empty. You will hear a battery-low warning alarm (3 beeps) in idle state or conversation state once every minute. When you hear the warning alarm, you have approximately 3 minutes left before the handset will shut down.
	Loud speaker mode is enabled; when you obtain dial tone, the icon appears on the display and the loudspeaker key turns on.
	Ringer is disabled.
	Keypad is locked. Press and then press # to unlock the keypad.
	Alarm reminder is set.

About the menus

You can activate and deactivate OP27 features from the menus:

System menu features

Long press ⓘ to access the following system menu features. Use the softkeys to select the desired action. To exit the system menu, long press the ⓘ key.

- Phonebook – look up and dial numbers from the system directory.
- Call Forwarding – forward your calls to another phone.
- Personal Keys – no function (for future use).
- Timed Reminder – set a reminder alarm.
- Advisory Message – display a message to other callers (for example, out of office).
- Do Not Disturb – prevent calls from reaching your handset.
- Auto Answer – have your handset automatically answer calls without ringing (for use with headset).
- Night Service – set your handset as a night service answerpoint.
- Ringer Adjust – no function (use “Setting the ringer” on page 16 instead).
- Set Password – set a password that protects your callback messages.
- Language – change the language of the system-generated prompts and messages.

Local Settings features

Short press ⓘ to access Local Settings features. Use the softkeys to select the desired action. To exit the Local Settings menu, press **Esc**.

- Message – check for callback messages
- Redial – redial last number dialed
- Local Mode – access features to customise your handset operation

In the Local Settings menu, press **Esc** to exit.

Call handling menu features

While on a call, short press the ⓘ key to access to the following additional features from the Local Settings menu:

- Microphone – mute the microphone.
- Hold – place a call on hold.

Local mode features

Short press ⓘ, press to select **Local Mode**, and then click **OK** to access the Local Mode menu features. To backup a menu level, press **Esc**. To activate or deactivate a menu selection, press **OK**.

- Key Lock – prevents accidental dialing by locking the keypad keys
- Ringer Settings

  - Melody – choose from 30 melodies
  - Type – select type of notification: full melody, single bar, or chirp
  - Device – select buzzer or vibrator
  - Volume – set ringer volume
- System
  - Subscription – (system administrator use only)
  - IPEI – (system administrator use only)
- Telephone Options
  - Auto Key Lock – activates the key lock functionality automatically if you don't press any key for over 1 minute while in idle state.
  - Key Click – provides an audible click each time a key is pressed
  - Alarm – sets a reminder alarm
  - SOS key – dials an emergency number
  - Auto Answer – automatically answers calls without ringing (for use with headset)
  - Silent Charging – disengages the handset from the system while charging
  - Coverage Warning – provides four short beeps if your signal is weak
  - User Name – allows you to program your name into the handset display (maximum of 16 characters)
  - Language – sets the language of the local menus
  - Contrast – allows you to set the display contrast

Customizing your phone

Changing the language

To set the language of the handset display, you must change the language of the local menu prompts and the system-generated messages. The local menu prompts are available in English, Dutch, German, Italian, French and Spanish. The default is English.

To change the language of the local menu:

1. Short press ⓘ.
2. Press to select Local Mode.
3. Press **OK**.
4. Press to select Telephone Option.
5. Press **OK**.
6. Press to select Language.
7. Press **OK**.
8. Press until the desired language is highlighted.
9. Press **OK**. A check mark (✓) appears next to the selected language.

To change the language of the system messages:

1. Long press ⓘ.
2. Press **No** until **Language?** appears.
3. Press **Yes**.
4. Press **Change**.
5. Press **No** until the desired language appears.
6. Press **Yes**.

Setting the volume

To adjust the volume of the earpiece, loudspeaker, and headset (if connected):

1. Press .
2. Long press . **Volume** appears on the display.
3. Press repeatedly to adjust the volume.

Setting the ringer

You can select from 30 different melodies with various ring tones, set full melody or chirp for all incoming calls, enable or disable the buzzer, and enable or disable the vibrator.

To set the ringer options:

1. Short press ⓘ.
2. Press to select **Local Mode**.
3. Press **OK**.
4. Press to select **Ringer Settings**.
5. Press **OK**.
6. Set the following parameters:
   - Melody – choose from 30 melodies
   - Type – select type of notification: full melody, single bar, or chirp
   - Device – buzzer or vibrator
   - Volume – set volume for internal calls, external calls, VIP calls, and messages

   A check mark (✓) appears next to the activated setting.
7. Press **Esc** to exit Local Mode menu.

Setting Your Name

If your name hasn't been programmed to appear on your handset display by your System Administrator, you can program it yourself using the following procedure.

To set your name:

1. Short press ⓘ.
2. Press to select **Local Mode**.
3. Press **OK**.
4. Press to select **Telephone Option**.
5. Press **OK**.
6. Press to select **User Name**.
7. Enter your name using the keypad keys (maximum of 16 characters).
   - For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press the digit 2 three times. Use the ↔ softkeys to move the cursor. If the next letter in a name is on the same key as the previous letter, press the ↔ softkey before proceeding. To delete a letter, press . To insert a space, press **0** twice.
   - Long key press for the character within the editor switches from capitals to non-capitals (same action switches back).
8. Press **Esc**.

Adjusting the contrast

To adjust the contrast:

1. Short press ⓘ.
2. Press to select **Local Mode**.
3. Press **OK**.
4. Press to select **Telephone Option**.
5. Press **OK**.
6. Press to select **Contrast**.
7. Press **OK**.
8. Press to select the desired contrast. There are seven levels. 1 is lightest, 7 is darkest.
9. Press **OK**.
10. Press **Esc**.

Using handset features

Setting the optional features

To enable or disable the optional features:

1. Short press ⓘ.
2. Press to select Local Mode.
3. Press **OK**.
4. Press to select Telephone Option.
5. Press **OK**.
6. Press to select the desired option:
   - **Auto Key Lock** - when enabled, this feature automatically locks the keypad if you don't press any key for one minute while the handset is idle. When Auto Key lock is enabled, 🔒 appears in the set display. To deactivate key lock, press the 🔒 softkey and then press the # key. If you power down your handset when Auto Key lock is enabled, the feature will remain enabled when you power the handset on again.
   - **Key Click** – provides an audible tone each time you press a key.
   - **Auto Answer** – automatically answers calls that arrive at your handset without ringing. The OP27 will ring once before answering the call. This feature also automatically answers an incoming call when you remove the handset from the charger and automatically releases a call when you replace the handset in the charger.
   - **Silent Charging** – prevents calls from ringing your handset while charging (see About silent charging on page 11 for more details).
   - **Coverage Warning** – alerts you if the signal connection to your handset becomes weak. The warning is 4 short beeps. The warning is louder in idle mode than it is in conversation mode.
7. Press OK. A ✓ appears next to the option to indicate that it is enabled. A – indicates that the feature is disabled.
8. Press Esc.

Activating key lock

You can lock your handset keypad to prevent yourself from accidentally dialing a call. The keypad is temporarily enabled whenever a call comes in.

To lock your keypad:

- Long press the # key while in idle state. **Key Lock** appears in the display.

To unlock your keypad:

- Press 🔒 and then press the # key.

Setting an alarm

You can set an alarm to remind yourself of important meetings or appointments:

To set an alarm:

1. Short press ⓘ.
2. Press to select **Local Mode**.
3. Press **OK**.
4. Press to select **Telephone Option**.
5. Press **OK**.
6. Press to select **Alarm**.
7. Press **OK**.
8. Press **OK**.
9. Set the time in 24-hour format (hours:minutes). Note that you can only set an alarm if your administrator has set the system time to 24-hour format. If set, the system time appears in the display during idle state.
10. Press **Esc** repeatedly to return to the main display. A ◷ appears in the display to indicate that an alarm is set.

The following conditions apply to alarms:

- If the handset is idle and an alarm occurs, 'Alarm' appears in the display with a melody indication. If you are on a call, you will hear a soft ring in the speech path that will sound for a maximum of 60 seconds.
- Alarm volume is the same as the internal ring tone volume.
- Incoming calls and message handling overrule alarm alerting and will deactivate the alarm.
- Powering the handset Off / On doesn't affect the alarm setting; however, alarm alerts are not provided when the handset is switched off.

To stop an alarm:

- Press any key to stop and deactivate an alarm.

Using the SOS key

You can program an emergency number against the SOS key on your handset.

To program an SOS number:

1. Short press ⓘ.
2. Press to select **Local Mode**.
3. Press **OK**.
4. Press to select **Telephone Option**.
5. Press **OK**.
6. Press to select **SOS Number**.
7. Using the dialpad keys, enter the emergency number that you want to assign to the SOS key.
8. Press **OK**.
9. Press **Esc**.

To dial the SOS number:

- Long key-press R in the idle mode only (prevents accidental use).

Making and answering calls

To make a call:

1. Press .
2. Dial the number.

To pre-dial the number:

1. Dial the number (press the softkey to delete errors in the number).
2. Press **OK**.

To use the redial feature:

1. Short press of the key
2. Press to select **Redial**.
3. Press **OK**.

Answering a call

To answer a call:

1. Press .
2. Press to use the loudspeaker feature. You will hear the caller through the speaker on the back of the handset. While an incoming call is being signalled, you can temporarily switch off the ring tone with a short press of the key. The visual call signal is not affected.

Handsfree operation

To use handsfree operation to make calls:

1. Press .
2. Dial the number.
3. Set the handset down.
4. Communicate by using the speaker and the microphone.

To switch to handsfree operation during a call or to answer a ringing call in handsfree mode:

1. Press .
2. Set the handset down.
3. Communicate by using the speaker and the microphone.
4. To hang up press or .

Using the system phonebook

You can access any number from the system phonebook by entering a name in the handset display.

For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press digit 2 three times. Use the ← soft key to correct errors. If the next letter in a name is on the same key as the previous letter, press the → softkey before proceeding. If required, use the → softkey to add a space between the first and last name.

To use the system phonebook:

1. Press **Phonebook**.
2. Enter the name of the desired party.

   For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press digit 2 three times. Use the ← softkey to correct errors. If the next letter in a name is on the same key as the previous letter, press the → softkey before proceeding. If required, use the → softkey to add a space between the first and last name.
3. Press the **Lookup** softkey.
4. If no match exists, edit the original entry.
5. If the name is not unique, press **Next**.
6. To make the call, press **Call**.
7. To edit the entry, press **Retry**.
8. To exit, long press the ⓘ key or press the C key.

Using your personal phonebook

You can store up to 100 personal telephone entries in the OP27 phonebook. Each entry can be a maximum of 16 characters in length for the name and 32 digits for the number.

To add a personal phonebook entry:

1. Press (down arrow) to access the Phonebook menu.
2. Press **New**, or

   Press **Options** and then press to select **New**.
3. Press **OK**.
4. Enter the number:
   - Short press C to delete a digit or character.
   - Long press C to remove the entire digit or character string.
   - Press 0 twice to insert a space.
   - Short press ↔ to move the cursor one digit or character space.
   - Short press **Esc** to go back one menu.
   - Long press **Esc** to return to the idle display.
5. Press **OK** when the number is complete.

6. Enter the name:

- For each letter in the name, press the appropriate key on the keypad until the letter is shown in the display; for example, if the letter C is required, press digit 2 three times. Use the ↔ softkeys to correct errors. If the next letter in a name is on the same key as the previous letter, press the ↔ softkeys before proceeding. If required, press the 0 key twice to add a space between the first and last name.
- Long key press for the character within the editor switches from capitals to non-capitals (same action switches back).

7. Press **OK**.
8. If necessary, press **Options** and then press **Edit** to edit the name or number.
9. Press **Esc**.

To place a call using your personal phonebook:

1. Press (down arrow).
2. Press to select the desired entry.
3. Press to call the displayed number.

To search for an entry in your personal phonebook:

1. Press (down arrow).
2. Enter the name or number that you want to call (you can enter partial names or numbers). After several seconds, the matching entry or entries will be displayed.
3. Press to select the desired entry.
4. Press **OK**.
5. Press to call the displayed number.

To delete a personal phonebook entry:

1. Press (down arrow).
2. Press **Options**.
3. Press to select **Delete**.
4. Press **OK**.
5. Press **OK**.

Redial (external numbers)

Selecting redial will automatically dial the last number dialed:

To redial external numbers:

1. Short press of the key.

2. Press to select **Redial**.
3. Press **OK**.
4. Press to select the last number dialed.
5. Press **OK**.

Saved number redial (internal or external)

To save the last number that dialed:

1. Press .
2. Dial the Save Last Number feature access code.

To redial a saved number:

1. Press .
2. Dial the Repeat Last Number Saved feature access code.

Speed call - personal

To dial a stored personal speed call number:

1. Press .
2. Dial the Personal Speed Call-Invoke feature access code.
3. Enter an index number between 00 and 09.

To store a personal speed call number:

1. Press .
2. Dial the Personal Speed Call-Store feature access code.
3. Enter an index number.
4. Dial the number to be stored (press **Hold** between digits to create a pause during dialing - press **Hold** more than once to lengthen the pause).
5. Press .

Auto-answer

This feature can only be used when a headset is attached to the OP27 handset.

To enable or disable auto-answer:

This is not the internal OP27 headset auto-answer feature.

1. Long press the key.
2. Press **No** until **Auto Answer?** appears.
3. To enable Auto-Answer, press **TurnOn**.
4. To disable Auto-Answer, press **TurnOff**.

To answer a call when you hear ringback:

- Communicate by using the speaker and the microphone.

To terminate a call:

- Press OR . If the headset has an on/off-hook switch wired into the headset cord, then release the switch.

To enable or disable headset auto-answer:

- Choose the Auto-Answer feature from the local mode internal menu.

Call handling

Hold

To place a call on Hold:

1. Short press the ⓘ key.
2. Press to select **Hold**.
3. Press **OK**.

To retrieve a call from Hold:

1. Short press the ⓘ key.
2. Press to select **Hold**.
3. Press **OK**. The caller that was on hold is retrieved.

To retrieve a call from Hold at another OP27 handset:

1. Press to obtain dial tone.
2. Dial the Call Hold - Remote Retrieve Feature Access code.
3. Dial the number of the station that placed the call on Hold.

Transfer

To transfer an active call:

1. Press .
2. Dial the number of the third party.
3. Do one of the following:
   - To complete the Transfer, press **Release**.
   - To announce the Transfer, wait for an answer, consult, and then press **Release**.
   - To retrieve the call, press .

To transfer an active call during headset operation:

1. Press .
2. Dial the number of the third party.
3. Press to complete the transfer.

Conference

To form a conference when a two-party call is already in place, or to add another party to an existing conference:

1. Press R.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press R.

To leave a conference:

- Press .

To split a conference and speak privately with the original party:

- Press **Split**.

Swap

To call another party when you are in an established two-party call:

1. Press R.
2. Dial the number.

To alternate between the two parties:

- Press **Trade**.

Call forward

Call Forward lets you redirect incoming calls to an alternate number. ***Always*** redirects all incoming calls regardless of the state of your phone. ***B-Int*** redirects internal calls when your phone is busy, and *B-Ext* redirects external calls when your phone is busy. ***NA-Int*** redirects internal calls after several rings if you don't answer, and ***NA-Ext*** redirects external calls after several rings if you don't answer. It is common practice to set call forwarding to a voice mail system that is internal to the 3300 system (ask your system administrator for details regarding the voice mail system). You can also program Call Forwarding using the 3300 ICP Desktop Tool.

You will know if call forwarding is enabled by using the menus as described. If Call Forward is enabled on an OpenPhone27, there is audible indication and an asterisk * will be shown next to the number. If Call Forward is enabled, you will hear interrupted dial tone whenever you go off-hook (by pressing the key). However, if other Call Forwarding is enabled, there is no audible indication.

To program Call Forward:

1. Long press the key.
2. Press **No** until “Call Forwarding?” appears.
3. Press **Yes**.
4. Press **Next** until the desired type of Call Forward appears (see above).
5. Press **Review**.
6. If a number is already programmed, press **Change**.
7. Press **Program**.
8. Do one of the following:
   - Dial the destination number.
   - For Call Forward I Am Here, dial your extension number.
9. Press **Save**.
10. Long press the key.

To turn Call Forward on and off (once it has been programmed):

1. Long press the key.
2. Press **No** until “Call Forwarding?” appears.
3. Press **Yes**.
4. Press **Next** until the desired type of Call Forward appears.
5. Press **Review**.
6. Press **Change**.
   - To turn Call Forward on, press **TurnOn**. If Call Forward Always is enabled, you will hear interrupted dial tone whenever you go off-hook (by pressing the key).
   - To turn Call Forward off, press **TurnOff**.
7. Long press the key.

To forward calls from a remote station to your current location (Call Forward – Remote):

1. Long press the ⓘ key.
2. Press **No** until “Call Forwarding?” appears.
3. Press **Yes**.
4. Press **Next** until “I Am Here” appears.
5. Press **Yes**.
6. Dial the extension of the remote station.
7. Press **Save**.

To cancel Call Forward - Remote from the station that set the remote forwarding:

1. Press .
2. Dial the Cancel Call Forwarding Follow Me – Remote feature access code.
3. Dial the extension of the remote station.
4. Press .

To cancel Call Forward - Remote from the station that was forwarded:

1. Long press the ⓘ key.
2. Press **No** until **Call Forwarding?** appears.
3. Press **Yes**.
4. Press **Review**.
5. Press **Change**.
6. Press **TurnOff**.
7. Long press the ⓘ key.

To ensure that calls do not get forwarded again at the destination extension (Call Forward - End Chaining):

1. Press .
2. Dial the Call Forwarding - End Chaining feature access code.
3. Press .

To again allow calls to be forwarded by the destination number:

1. Press .
2. Dial the Cancel Call Forwarding - End Chaining feature access code.
3. Press .

To force an incoming call to be forwarded (Call Forward – Forced):

- Press **Forward**. Pressing the forward key on an incoming call will redirect the call according to your Call Forward NA settings.

To override Call Forward and ring an extension (Call Forward – Override):

1. Press .
2. Dial the Call Forward - Override feature access code.
3. Dial the extension number.

Callback

Callback lets you request that the system notify you when a busy extension or a busy external line becomes idle, or when an unanswered station goes off-hook and then on-hook again.

To request a Callback when you reach a busy or unanswered station:

- Press **Callback**.
  –or–
  Dial the Callback - Setup feature access code.

To cancel a Callback:

1. Press .
2. Dial the Callback Cancel Individual feature access code.
3. Dial the number of the called station.
4. Press .

To cancel all Callbacks:

1. Press .
2. Dial the Callback Cancel feature access code.
3. Press .

Messaging - Callback

To leave a message waiting indication on a phone when you hear busy or ringback tone:

1. Short press of the ⓘ key.
2. Press to select Message.
3. Press **OK**.

To respond to a message waiting condition on your telephone:

"MESSAGES" appears in the display when you have callback messages waiting.

1. Short press of the ⓘ key.
2. Press to select Message.
3. Press **OK**.
4. If a password is required, dial your password and press **Enter**.
5. Press **Yes**.
6. Do one or all of the following (if desired):
   - To display the time the message was sent, press **More**.
   - To display the number of the caller, press **More** twice.
7. Do one of the following (if desired):
   - To call the message sender, press **Call**.
   - To delete the message, press **Erase**.
   - To view the next message, press **Message**.

To check for messages from a remote station:

1. Long press the ⓘ key.
2. Press **No** until **Remote Msgs?** appears.
3. Press **Yes**.
4. Dial your extension number.
5. Press **Enter**.
6. If a password is required, enter your password and press **Enter**.
7. Press **Yes**.

To set or change a password:

You can program a password to prevent access to your callback messages. If you set a password, you will need to enter it in order to check your messages from another phone. To set or change a password:

1. Long press the ⓘ key.
2. Press **No** until “Set Password?” appears.
3. Press **Yes**.
4. Do one of the following:
   - To enter a new password, enter your password (up to 7 digits, not including 0).
   - To change or clear your password, enter your current password.
5. Press **Enter**.
6. Long press of the ⓘ key.

To clear a password:

1. Long press the ⓘ key.
2. Press **No** until “Set Password?” appears.
3. Press **Yes**.
4. Enter your current password.
5. Press **Enter**.
6. At the "New password" prompt, dial 0.
7. At the "Verification" prompt, dial 0.
8. Long press the ⓘ key.

For steps on how to cancel a Callback – Messaging indication that you have left on a set, see Callback on page 31.

Using advanced features

Account codes

To use Forced Account Codes:

1. Press .
2. Dial the Account Code digits.
3. Do one of the following:
4. To submit the Account Code, press #.
5. To cancel, press ∗**.**

To enter an Account Code during a call:

1. Long press the key.
2. Press **Yes**.
3. Dial the Account Code digits.
4. Press **Save**.
5. Do one of the following:
   - For a verified account code, press **Yes**.
   - For a non-verified account code, press **No**.

Call park

To retrieve a call parked by the attendant:

1. Press .
2. Dial the Call Park - Remote Retrieve feature access code.
3. Dial the console ID and the Hold Slot number.

Call pickup

To answer a call that is ringing at another station in your Pickup Group:

1. Press .
2. Press **Pickup**.

To answer a call that is ringing at a station not in your Pickup Group:

1. Press .
2. Dial the Directed Call Pickup feature access code.
3. Dial the number of the ringing station.

Camp-on

To Camp-on to a busy station:

- Press **Wait**.

To retrieve a call when you hear Camp-on tone:

- Press **Trade**.

Do Not Disturb

To activate or deactivate Do Not Disturb:

1. Long press the ⓘ key.
2. Press to select **Do Not Disturb**.
3. Press **TurnOn** or **TurnOff**.

To activate Do Not Disturb from a remote station:

1. Press .
2. Dial the Do Not Disturb Remote feature access code.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Press .

To deactivate Do Not Disturb from a remote station:

1. Press .
2. Dial the Do Not Disturb Cancel Remote feature access code.
3. Dial the number of the station with Do Not Disturb activated.
4. Press .

Override

To use Override when you encounter busy or DND tone:

- Dial the Override Feature Access code.

Reminder

To program a Reminder:

1. Long press the ⓘ key.
2. Press **No** until **Timed Reminder?** appears.
3. Press **Yes**.
4. Enter the time in 24-hour format.
5. Press **Save**.

To view, change, and/or cancel a pending reminder:

1. Long press the ⓘ key.
2. Press **No** until **Timed Reminder?** appears.
3. Press **Yes**.
4. Do one of the following:
   - To change the reminder, press **Change**, enter the new time, and press **Save**.
   - To cancel the reminder, press **Clear**.
   - To exit without cancelling the reminder, long press the ⓘ key.

To acknowledge a reminder when your phone rings once:

- Press **Confirm**.

Group paging / meet me answer

Group Paging allows you to page a group of phones through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Press .
2. Dial the Direct Page feature access code.
   - To page your prime page group, press #.
   - To page a specific page group, dial the page group directory number.
3. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Press .
2. Dial the Meet Me Answer Feature Access code.
   - To respond to a page from your prime page group, press #.
   - To respond to a page from a specific page group, dial the page group directory number.

Trunk flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press the key.
2. Dial the Trunk Single Flash or Trunk Double Flash Feature Access code.
3. Wait for dial tone.
4. Dial the Centrex feature access code.

Regulatory approvals

The CE marking affixed to this product indicates conformance to the R&TTE Directive 99/05/EC (Radio and Telecommunications Terminal Equipment Directive).

For a copy of the complete Manufacturers Declaration of Conformity, please contact the Regulatory Approvals Manager at the address below:

Mitel Networks Ltd.
Mitel Business Park
Portskewett, Monmouthshire
NP26 5YR
UK.

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